

# **CAHPS User Network**

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## **CAHPS User Network**



- Principal source of:
  - CAHPS survey products
  - Information about CAHPS-related products and services
  - Technical assistance for survey users
  - Networking opportunities for users and researchers
- Funded by the U.S. Agency for Healthcare Research and Quality (AHRQ)
- Administered by Westat

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# **CAHPS User Network**

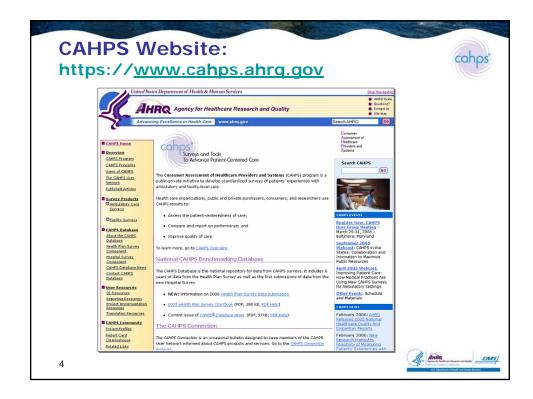


Through the CAHPS User Network, users of CAHPS survey products and results have access to:

- Free CAHPS Survey & Reporting Kits
- · Current information about CAHPS products
- Free resources to support survey implementation, public reporting, and use of CAHPS surveys to improve quality
- Educational conferences and webcasts
- One-on-one technical assistance

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## **CAHPS Educational Events**



User Group Meetings

#### Webcasts:

- CAHPS in the States: Collaboration and Innovation To Maximize Public Resources (September, 2005)
- Improving Patient Care: How Medical Practices are Using New CAHPS Surveys for Ambulatory Settings (April, 2005)
- Updating CAHPS: Consumer Surveys for Doctors, Groups, and Health Plans (June, 2004)

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# Communication with CAHPS Community



#### The CAHPS Connection

- An occasional bulletin designed to keep members of the CAHPS User Network informed about CAHPS products and services
- · Available on the CAHPS Web site
- · Email announcements of new issues

## **CAHPS User Network Consumer Survey**

- Web-based survey of CAHPS users to evaluate the services provided by the CAHPS User Network
- · Conducted in January, 2006

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# **CAHPS Help Line**



Free, one-on-one technical assistance for a wide range of topics, including:

- · Current status and availability of CAHPS surveys and resources
- Challenges associated with consumer surveys (budgeting, collecting enough responses, etc.)
- · Translation guidelines
- Specific composite measures and item sets (e.g., items for children with chronic conditions)
- · Statistical programs provided for analysis of survey result
- Assistance with the Web Site (locating documents, problems with downloads, etc.)

Email: cahps1@ahrq.gov

Phone: 800-492-9261

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